



Career Opportunity



About DRS

The [Department of Retirement Systems](#) is an umbrella organization responsible for administering eight public retirement systems and the Deferred Compensation Program for public employees in the state. DRS services directly affect over 400,000 members and participants, 142,000 retirees, and over 1,300 employers.

We employ more than 250 staff in areas such as: retirement services, information services, accounting and fiscal, and office/clerical support. We also employ management and supervisory professionals.

JOB TITLE: Customer Service Specialist 4
LOCATION: Tumwater, Washington
OPENS: September 25, 2009
CLOSES: October 5, 2009

This position is located in the Central Reception Unit of the Retirement Services Division. The position supervises a staff of Customer Service Specialists who provide direct customer service to members of the retirement systems administered by DRS and participants in the Deferred Compensation Program. This position reports to a Retirement Plan Administrator.

The Customer Service Specialist 4 plans and assigns the workload; provides leadership and direction to staff; monitors performance and provides appropriate feedback; and conducts staff performance evaluations. This position provides training for new staff as well as training for current staff on changes in policies, procedures, or work assignments.

The Customer Service Specialist 4 responds to and resolves the most complex customer inquiries, complaints and problems, either in person, over the telephone, or in writing, using specialized knowledge of the retirement systems and plans administered by the agency. The position also recommends changes to agency policies and procedures that impact customer service.

Desirable Qualifications

The successful candidate for this position will possess:

- Experience supervising or leading office support staff;
- Progressive experience providing assistance to customers regarding inquiries, complaints or problems; AND
- Demonstrated ability through post-secondary education and/or work experience, proficiency in the following competencies:

Our environment is dynamic, customer-focused and technologically savvy. We support a range of training and development opportunities, particularly those that prepare employees for career advancement and contribute to the quality of working life.

Why work at DRS?

DRS is centrally located in Tumwater, part of the Olympia/Tumwater/Lacey tri-city area on the southernmost tip of Puget Sound. It is a community rich in history, culture and natural beauty, blending a thriving city that is home to the state capitol with a friendly, small town atmosphere.

At DRS, we offer:

- A diverse, professional working environment;
- Opportunities for training, growth and advancement;
- Tuition reimbursement;
- A comprehensive benefits package;
- Membership in the Public Employees' Retirement System; and
- Opportunities to participate in the Deferred Compensation and Dependent Care Assistance Programs.

The Washington State Department of Retirement Systems is an equal opportunity employer. Women, racial and ethnic minorities, military veterans, persons of disability, persons over 40 years of age are encouraged to apply. Persons of disability needing assistance in the

Customer Focus

Dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with the customer in mind; establishes and maintains effective relationships with customers.

Managing and Measuring Work

Clearly assigns responsibility for tasks and decisions; sets clear objectives and measures; monitors process, progress and results; designs feedback processes into work.

Directing Others

Is good at establishing clear direction; sets ambitious but achievable objectives; distributes the workload appropriately; lays out work in a well-planned and organized manner; maintains two-way dialogue with others on work progress and results; brings out the best in people; is a clear communicator.

Verbal and Written Communication

Conveys information in writing and through the spoken word using language that is appropriate to both the complexity of the topic and the knowledge and understanding of the individual/group with whom he/she is communicating; documents situations and services in a manner that is methodical and readily understood by others.

Reading, Comprehending and Retaining Information

Accurately reads, interprets and retains information from written material, including rules, regulations, manuals and instructions; effectively applies the information in communicating with others, carrying out work activities, making decisions and solving problems.

Problem Solving

Ability to effectively use knowledge, experience and training to solve problems including those that may be particularly difficult or complicated; be able to assess the type and amount of information necessary to resolve the problem and coordinate obtaining that information.

Using Personal Computers

Efficiently and effectively uses personal computers, including hardware and software, to produce timely and accurate work products that fully satisfy the demands of the assignment; adeptly maneuvers between multiple programs simultaneously, referring to multiple screens and moving information between programs.

The desired candidate will also be willing and able to work 8 hours a day. Monday through Friday.

application process, or those needing this announcement in an alternate format, may call the Human Resources Office at (360) 664-7020 or TTY (360) 586-5460.

Compensation

Range 43 (\$2,855 - \$3,726 per month), depending on qualifications. The State of Washington offers a comprehensive benefits package, including health, dental, life and long-term disability insurance; vacation, sick, military and civil leave; 11 paid holidays per year; a state retirement plan; and optional credit unions, savings bonds, and a Deferred Compensation Program.

How To Apply

Interested applicants who meet the qualifications and competencies listed in this announcement are invited to apply for consideration through www.careers.wa.gov. This recruitment can be found by entering ***18724*** in the "Search for" field.

Individuals MUST follow the application instructions provided in this recruitment announcement in order to be considered for this opportunity. The following materials must be attached to your electronic or state application form:

- A letter of interest explaining how you meet the desirable qualifications of this position;
- Three professional references with current contact information; AND
- Your detailed responses to the following supplemental questionnaire:
 1. Please describe your experience supervising staff in a customer service environment. Specify the number of staff you managed, how long you have managed, and how you measure staff performance.
 2. Please describe your experience providing customer service in a call center environment. Specify the environment, the methods you use, how long you have used them, and how you measure your success.
 3. Please describe your experience interpreting and communicating laws, rules and policies in a regulatory environment. Specify the environment, the type(s) and complexity of the information you interpret and communicate to your audience, and how you measure your success.

OR

You may submit a state application form, the required cover letter; detailed responses to the supplemental questionnaire, and three professional references with current contact information either directly to the DRS Human Resources Office or electronically to the HR Inbox (HumanR@drs.wa.gov)

All application materials will be screened to determine who will participate in the assessment and interview processes. Application packages will be evaluated on quality and completeness as part of the screening/evaluation process.

For questions, please contact the DRS Human Resources Office at HumanR@drs.wa.gov.